

**U.S. DEPARTMENT OF ENERGY  
NATIONAL NUCLEAR SECURITY ADMINISTRATION  
NEVADA OPERATIONS OFFICE**

**POLICY**

**NV P 120.XA**

Approved: 11-21-01  
Review Date: 11-21-03  
Expires: 11-21-05

**NNSA/NV  
CUSTOMER SERVICE POLICY**

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**INITIATED BY:**  
**Office of Quality Leadership and Diversity**

## NNSA/NV CUSTOMER SERVICE POLICY

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### OBJECTIVES

This Policy Statement establishes the National Nuclear Security Administration Nevada Operations Office (NNSA/NV) Customer Service Policy that will assist employees in providing the best customer service possible. The goal of this Policy is to integrate customer satisfaction into daily operations and to provide quality products and services to our customers, partners, stakeholders, and the community.

### CANCELLATION

NV P 120.X, DOE NEVADA OPERATIONS OFFICE (DOE/NV) CUSTOMER SERVICE POLICY, dated 3-9-99.

### SCOPE

The provisions of this Policy Statement apply to all NNSA/NV organizational elements.

### REFERENCES

This Policy Statement complements and is consistent with:

1. Executive Order 12861, *Setting Customer Service Standards*, dated 9-11-93.
2. National Performance Review Report, *Standards for Servicing the American People*, dated September 1994.
3. NNSA/NV 2002 Strategic Plan, distributed October 2001.

### POLICY

NNSA/NV recognizes that our customers, both internal and external, are the focus of our attention in accomplishing our mission objectives. All employees are expected to provide quality and timely customer service to individuals, organizations, and business concerns that they come in contact with during daily operations. The following standards have been designed to promote consistency and provide "best in class" service our customers deserve:

**Courtesy and Respect.** Each customer will be treated with courtesy and respect.

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**Clarity.** We will clearly explain how our programs work. Our correspondence and reports will be clear and concise.

**Timeliness.** We will provide quality and cost-effective products and prompt services that meet or exceed customer expectations.

**Accessibility.** Each Assistant Manager's (AM) organization will have staff available to answer customer calls.

**Customer Service Plans and Points of Contact (POC).** Each AM organization will have Customer Service Plans and appoint POCs for each customer.

**Feedback.** We will seek feedback by periodic surveys, listen to customer needs, and take corrective action based on those needs.

**Participatory Relationship.** We foster a participatory way of doing business in which the opinions and input of our diverse customers are sought and considered prior to making decisions and developing policies.

### RESPONSIBILITIES

The NNSA/NV Customer Service Program is managed by the Office of Quality Leadership and Diversity, Office of the Assistant Manager for Public and Institutional Affairs. The Customer Focus Advocate (CFA) is the POC for customer service-related activities and/or concerns. The CFA's telephone number is (702) 295-1401.



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